

Exhibit 54



Performance Guide & Appraisal

Associate Name Gerry Cassagne		Associate Number 100692	Grade 67
Region 2	Department SIU	Division REGIONAL STAFF	Section Code Y138
Date Employed 12/4/2000	Date Assigned Present Job 2/2010	Job Title SIU Field Supervisor	Job Code 67105
Rating Period JANUARY 1, 2017- DECEMBER 31, 2017		Supervisor/Rater Name Michael DeGrocco	

Instructions

Section I: Goal Setting

- At the beginning of the performance rating period, meet with the Associate to define and record goals.
- Throughout the rating period, the goals should be updated to reflect changes in priorities.

Section II: Self-Appraisal

- At the end of the rating period, ask the Associate to complete Section II, the Self-Appraisal. The Associate should provide comments focusing on goal-related accomplishments.

Section III: Rater Appraisal

- At the end of the rating period (i.e., year end or promotion, demotion, reclassification with additional duties, or transfer date), evaluate the Associate's performance against each goal.
- Based on the Associate's progress in the job and performance across the goals (granting greater weight to the most significant goals), record your overall performance rating.
- The rating scale is defined in the table below.

Rating	Associate Scale (fully trained)	Trainee Scale
1 – Unsatisfactory	Consistently fails to meet most standards or goals of the job. A Performance Improvement Plan is required.	Fails to make satisfactory progress to learn job. Does not achieve goals.
2 – Fair	Meets most, but not all, standards or goals of the job. Level of performance is less than expected in some areas.	Makes adequate progress to learn job, but improvements are necessary. Usually achieves goals, but performance is less than expected.
3 – Good	Consistently meets standards or goals of the job. Makes full use of ability and experience to produce the desired results.	Learns job at a consistent and expected rate. Achieves goals.
4 – Very Good	Consistently meets and often exceeds standards or goals of the job. Actively contributes to the achievement of the overall unit, department, and company goals.	Learns job faster than expected. Consistently meets and often exceeds goals.
5 – Outstanding	Consistently exceeds all standards or goals of the job. Seeks new and better ways to accomplish tasks. Is very capable and versatile in adjusting priorities to unit, department, and company needs.	Quickly masters job. Exceeds all goals.

SECTION I – GOAL SETTING

Complete this section at the beginning of the rating period. Write clear, concise goals that reflect what will be done and what results will be achieved.

SIU SUPERVISOR GOALS

Medical and Auto	WEIGHT	1	2	3	4	5
Independent Audit Results	40%	0	82	90	95	98.5
Composite Score Of Team	60%					

SECTION II – SELF-APPRAISAL

Associate: Complete at the end of the rating period.

PERFORMANCE ACCOMPLISHMENTS

For the year 2017, I monitored, reviewed and supervised 1,959 SIU SICM cases assigned to the members of my team.

I support management initiatives and goals and I believe that I have established the administrative and organizational skills to succeed in this position. I currently supervise 8 SIU Outside Investigators. In 2017 I have raised numbers in three categories- productivity, case life and quality. My quality rating in 2016 was 96.83% - in 2017 it is 98.39. My overall report card rating rose from 4.375 in 2016 to 4.80 in 2017. Numbers are listed below for 2016 and 2017.

My 2017 overall rating from my teams report card roll up is 4.80. .

	Numbers 2016	Numbers 2017
Productivity	21.8	24.0
Average Case Life	9.7	7.8
Impact Ratio	69.7	64.2
Quality	96.83	98.39
Total Cases	1742	1959

PERSONAL DEVELOPMENT ACCOMPLISHMENTS

With my prior law enforcement supervisory experience and my prior GEICO SIU investigator experience, I am able to manage field investigations and supervise field investigators to their full potential. I believe that I have been a highly accessible supervisor, who provides training and advice to subordinates on a regular basis.

SKILL DEVELOPMENT ACCOMPLISHMENTS

I have been relied upon by the past manager to handle internal and sensitive cases, conduct training of examiners and other staff. I will continue to obtain ongoing fraud training through NICB meetings and GEICO in house fraud and supervisor training classes.

Associate's Signature	Date
ASSOCIATE COMMENTS (to be completed after the Rater Appraisal)	
Associate's Signature	Date

SECTION III – RATER APPRAISAL

Rater: Complete at the end of the rating period. If a goal has changed, indicate what was done instead.

PERFORMANCE ACCOMPLISHMENTS			
Sup Name	Report Card (60%)	Independent Audits (40%)	Rating
Cassagne	4.7	97.6% (4.7)	<u>4.7</u>
 I agree with the numbers presented by Gerry in his self-appraisal. He did a good job of identifying some opportunities to performance manage associates on specific metrics. Gerry improved his team's overall score to 4.7 in 2017 from 4.4 in 2016; a very good improvement and result! We witnessed improvement year over year in most results in Region 2 SIU. Overall, his team ranked 1st in case life, 2 nd in productivity and 4 th in quality with all of the metrics improving year over year. Gerry and his team improved all three metrics year over year which included nearly a two day improvement in Case Life, 1 point improvement in Quality and over a 2 point improvement in quality. There is still opportunity to improve individual investigator results which in turn, will improve the team's results. An example of this is productivity where 2 of his investigators are in the 3 rd quartile and 1 in the 4 th . Effectiveness will be a new metric to identify more opportunity in 2018. Gerry ranked 1st amongst his peers in this category. Gerry has proven to be a valuable member of the SIU team. He is always adaptable and willing to work on improving not only his team's results but the results of the division. His peers and I look to Gerry on many occasions for his knowledge and experience. Gerry is rated 4- Very Good for 2017.			

SUMMARY RATING (check one)				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PREVIOUS RATING: 4- Very Good				
<input type="checkbox"/> Fully Trained <input type="checkbox"/> Trainee (<input type="text"/> % Trained)				

To be signed when performance review is complete.

Rater's Signature

Date

Reviewer's Signature

Date